

DAS Customer Council Meeting

September 25, 2008

Members Present

Charlie Krogmeier, Chair, Department of Management; Ray Walton, Vice-Chair, DAS; Lee Wilkinson, DOT; Brad Hier, DOC; Margaret Thomson, IDALS; Joan Moll, DHR; Keith Greiner, ICSAC; Greg Anliker, Elder Affairs; Larry Murphy, Judicial; Michael Marshall, Legislative-Senate; Dave Heuton, DPS; Mary Jane Olney, Cultural Affairs, Nicole Gehl, Commerce-ABD.

Members Absent

Roger Stirler, Revenue, Bill Gardam, DHS, Mark Brandsgard, Legislative-House

Others Present

Teresa McMahon, DOM; Cindy Axne, DOM; Deb Bassett, DOM; Nancy Williams, DAS/GSE; Lana Morrissey, DAS/Finance; Nancy Berggren, DAS/Human Resources; John Gillispie, DAS/ICN; Calvin McKelvogue, DAS/SAE; Julie Sterk, DAS/Finance; Debbie O'Leary, DAS/GSE Procurement; Barbara Bendon, DAS/GSE Leasing & Space Management; Paul Carlson, DAS/D&C.

Call to Order

Meeting was called to order by Chairperson Charlie Krogmeier 1:00pm.

Welcome & Roll Call

Member roll call taken by Nancy Williams.

Approve Minutes of August 14, 2008 meeting

MOTION: Greg Anliker moved to approve the minutes as submitted. Dave Heuton seconded the motion. Motion passed.

Rules changes – update

Members' packets include updated draft of Administrative Rules. Chairman Krogmeier pointed out the updates from previous version – changes noted by underlines. New changes suggested; 1) Page 2 Section 12.3 revise line to remove entrepreneurial management, 2) Page 2, 12.5 (3) b should include language stating one member from the House and one member from the Senate, 3) Page 3 12.6(1) member participation to be revised. Rules will be filed next week with the changes discussed.

Term Dates of Member's decision (one or two years)

Chairman Krogmeier assigned term ending dates to members to reflect one or two years which will be the initial terms. Dave Heuton noted his phone number should be corrected to 725-6251.

Discussion of Alternates for Council members

Item discussed at the last meeting, the preference is someone in your department at the Division or Bureau Chief level. Members asked to submit to the Chairman, their choice of an alternate for consideration by the Council, this can be done at any time. Alternates will be a standing agenda item so if anyone wants to submit the name of an alternate, it can be discussed at that time. The alternate would serve the same term as the member; however, a member could revoke the alternate at any time during his/her term.

Discussion of Subcommittees

Chairman Krogmeier stated he would consider an IT subcommittee to assist with those questions. Larry Murphy stated there is an existing CIO group consisting of 15 to 20 attendees (all executive branch CIO's) which meets monthly. John Gillespie (DAS/ITE) advised there is a JCIO group as well. There is also the Technology group which could be a consulting body to this Council. Larry Greiner noted the JCIO would be an appropriate group. Nancy Berggren (DAS/HRE) advised there are Ad Hoc groups and that her department works with Human Resource personnel people in all departments directly. Debbie O'Leary (DAS/GSE-Procurement) advised there are the Central Campus Des Moines Group as well as a Facilities group which meet on a regular basis. Members are to advise Chairman Krogmeier or Vice Chair Walton if you have particular area of interest and volunteer to serve on sub-committees on topic areas.

Discussion and Approval of By-Laws

Cindy Axne led the discussion of by-laws. Changes suggested include, 1) Page 5, Section two should be revised to mirror the changes in the Administrative Rules, 2) Page 4, Article ten, Section five should be revised to mirror the changes in the Administrative Rules, 3) Administrative Rules talk about developing a complaint process to be defined in the by-laws discussed. Chairman Krogmeier suggested the Council set up something in the by-laws and appointed a committee of Margaret Thomson, Mary Jane Olney and Debbie O'Leary to work with Cindy Axne and report back at the October meeting. Any complaints should be filtered through the Chairman and Vice Chairman prior to being submitted to the Committee as a whole. Ms. Axne will create a section to address the complaint issue and within that, will define what the complaint is as well as outline the complaint process, 4) Page 4, Article ten, Section two, remove the "within five (5) business days", since this is unrealistic, 5) Page 3, Article 7, Section two, should be revised to include at least one Council member on each committee.

MOTION: Mary Jane Olney moved to defer approval of the DAS Customer Council By-laws until the October meeting. Joan Moll seconded the motion. Motion passed.

Discussion of Business Plan

Chairman Krogmeier discussed the process of doing a business plan noting the Council will ask people to serve on a Task Force to work on this project over the next month or two. The schedule shows DAS is to present the Business Plan to the DAS Customer Council in January, 2009. In the past there were separate business plans for each enterprise, recently there has been an attempt to pull together one business plan for DAS. This document was presented in a draft form last year and has never been acted upon by Council(s). We need to decide just what it is that the Council needs to see to be able to make the decisions you are being held responsible for. Greg Anliker stated from his service on the GSE Customer Council, the Business Plans were not helpful in determining whether the proposed rates were fair, reasonable and a good way to go, noting the financial information was more helpful. Larry Murphy stated he IT Business Plan was helpful in the level of service and what support was provided for that utility. For new utilities and setting rates, it would be good to have a business plan. Business Plan Committee established consisting of Larry Murphy, Lee Wilkinson, Joan Moll, Mark Johnson and Lana Morrissey to work with Teresa McMahon and bring this item back to the DAS Customer Council at the October and November meetings.

Discussion of DAS Services List

Ms. Axne facilitated a discussion on the DAS Service List for Marketplace and Utility services. One of the responsibilities of the DAS Customer Council is to determine which services should be Marketplace or Utility.

Comments by Council Members

DAS Customer Council State Agency Contacts list – please send your changes/updates to Deb Bassett. A revised Contact List will be distributed.

Greg Anliker discussed the State Surplus memorandum distributed to departments noting this is a pretty dramatic change.

Lee Wilkinson brought up the 5% Administrative Fee on the "One Gift". Nancy Berggren stated by law this pays for the IT support of the One Gift program and it has always been this way.

Future Agenda Items Discussion

- Business Plans
- By-Laws
- Complaint Process
- Alternates

If you have agenda items, please e-mail to Deb Bassett at DOM.

Close and Adjourn

Adjourned at 2pm

Respectfully submitted,
Nancy Williams, DAS/GSE